



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**XO Communications Services, Inc.**  
**for quarter ending September 30, 2011**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.80	9.90	9.90	9.87
B. Operator Answer Time - Information [730.510(a)(1)]	3.00	6.00	6.00	5.00
C. Repair Office Answer Time [730.510(b)(1)]	80.00 *	81.00 *	66.00 *	75.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	52.00	51.00	70.00 *	57.67
E. Percent of Service Installations [730.540(a)]	98.00%	100.00%	99.00%	99.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	85.00% *	89.00% *	94.00% *	89.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.45	0.67	0.40	0.51
H. Percent Repeat Trouble Reports [730.545(c)]	6.00%	3.00%	4.00%	4.00%
I. Percent of Installation Trouble Reports [730.545(f)]	5.00%	2.00%	4.00%	4.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

At this time XO is unable to provide data for Sections 730(J) and (K);732.30(a)(F) through 732.30(a)(H):732.30(b) and Section 732.30(c),but hopes to do so in the future.



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